Schedule-1
Performance Remedy Plan

Determine the number and type of measures with a sample size greater than 10 that are "non-compliant" for the individual CLEC for the month, applying the parity test and bench mark provisions provided for above. Sort all measures having non-compliant classification with a sample size greater than 10 in ascending order based on the number of data points or transactions used to develop the performance measurement result (e.g., service orders, collocation requests, installations, trouble reports). Exclude the first "K" measures designated Low on Schedule-2, starting with the measurement results having the fewest number of underlying data points greater than 10. If all Low measurement results with a non-compliant designation are excluded before "K" is exceeded, then the exclusion process proceeds with the Medium_measurement results and thereafter the High measurement results. If all Low, Medium and High measurements are excluded, then those measurements with sample sizes less than 10 may be excluded until "K" measures are reached. In each category measurement results with non-compliant designation having the fewest underlying data point are then excluded until either all non-compliant measurement results are excluded or "K" measures are excluded, whichever occurs first. For the remaining non-compliant measures that are above the K number of measures, the liquidated damages per occurrence are calculated as described further below. (Application of the K value may be illustrated by an example, if the K value is 6, and there are 7 Low measures and 1 Medium and 1 High which exceed the Critical Z-value, the 6 Low measures with the lowest number of service orders used to develop the performance measure are not used to calculate the liquidated damages, while the remaining Low measures and 2 Medium and High measures which exceed the critical Z-value are used.) In applying the K value, the following qualifications apply to the general rule for excluding measures by progression from measures with lower transaction volumes to higher. A measure for which liquidated damages are calculated on a per measure basis will not be excluded in applying the K value unless the amount of liquidated damages payable for that measure is less than the amount of liquidated damages payable for each remaining measure. A measure for which liquidated damages are calculated on a per occurrence basis subject to a cap will be excluded in applying the K value whenever the cap is reached and the liquidated damages payable for the remaining non-compliant measures are greater than the amount of the cap.

Calculating Tier-1 Liquidated Damages

Schedule-1
Performance Remedy Plan

Measures for Which the Reporting Dimensions are Averages or Means.

Step 1: Calculate the average or the mean for the measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the percentage difference the between the actual average and the calculated average.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that measure.

Measures for Which the Reporting Dimensions are Percentages.

Step 1: Calculate the percentage for the measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage.

Step 3: Multiply the total number of data points by the difference in percentage calculated in the previous step and the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that measure.

Measures for Which the Reporting Dimensions are Ratios or Proportions.

Step 1: Calculate the ratio for the measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure.

Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that measure.

Tier-2 Assessments

Determine the Tier-2 measurement results, such as High, Medium, or Low that are non-compliant for three consecutive months for all CLECs, or individual CLEC if the measure is not reported for all CLECs.

If the non-compliant classification continues for three consecutive months, an additional assessment will apply in the third month and in each succeeding month as calculated below, until SWBT reports performance that meets the applicable criterion. That is, Tier-2 assessments will apply on a "rolling three month" basis, one assessment for the average number of occurrences for months 1-3, one assessment for the average number of occurrences for months 2-4, one assessment for the average number of occurrences for months 3-5, and so forth, until satisfactory performance is established.

Measures for Which the Reporting Dimensions are Averages or Means.

Step 1: Calculate the average or the mean for the measure for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the percentage difference between the actual average and the calculated average for the third consecutive month.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by $500, $300, and $200 for Measures that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the Texas State Treasury for that measure.

Measures for Which the Reporting Dimensions are Percentages.

Step 1: Calculate the percentage for the measure for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage for each of the three non-compliant months.

Step 3: Multiply the total number of data points for each month by the difference in percentage calculated in the previous step. Calculate the average for three months and multiply the result by $500, $300, and $200 for measures that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Measures for Which the Reporting Dimensions are Ratios or Proportions.

Step 1: Calculate the ratio for the measure for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio for each month of the non-compliant three-month period.

Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by $500, $300, and $200 for measures that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Schedule-2

Recommended Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
I. RESALE POTS, RESALE SPECIALS AND UNES						
A. Pre-Ordering/Ordering						
1. Average Response Time For OSS Pre-Order Interfaces.	✓	-	-	-	X	-
2. Percent Response recived within "X" Seconds	✓	-	-	-	X	-
3. EASE Average Response Time	-	-	-	-	-	-
4. OSS Interface Availability	-	-	-			X
5. % Firm Order Confirmations (FOCs) Received Within "X" Hours	✓	-	-		X	-
6. Average Time To Return FOC	-	-	-			-
7. Percent Mechanized Completions Returned Within 1 Hour	✓	-	-			-
8. Average Time to Return Mechanized Completions	✓	-	-			-
9. Percent Rejects	-	-	-			-
10. Percent Mechanized Rejects Returned Within 1 Hour of EDI/LASR	✓	-	-			-
11. Mean Time to Return Mechanized Rejects	-	-	-			-
12. Mechanized Provisioning Accuracy	✓	-	-	X		-
13. Order Process Percent Flow Through	✓	-	-			X
B. Billing						
14. Billing Accuracy	-	-	-	-	-	-
15. Percent of Accurate And Complete Formatted Mechanized Bills	✓	-	-	-	-	X
16. Percent Of Billing Records Transmitted Correctly	✓	-	-	-	-	-
17. Billing Completeness	✓	-	-	-	X	-
18. Billing Timeliness (Wholesale Bill)	✓	-	-	-	-	X
19. Daily Usage Feed Timeliness	-	-	-	-	-	-
20. Unbillable Usage	-	-	-	-	-	-
C. Miscellaneous Administrative						
21. LSC Average Speed Of Answer	-	-	-	-	-	-
22. LSC Grade Of Service (GOS)	-	-	-	-	-	X
23. Percent Busy in the Local Service Center	-	-	-	X	-	-

Schedule-2

Recommended Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
24. LOC Average Speed Of Answer	-	-	-	-	-	-
25. LOC Grade Of Service (GOS)	-	-	-	-	-	X
26. Percent Busy in the LOC	-	-	-	X	-	-
II. RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT						
A. Provisioning						
27. Mean Installation Interval	-	-	✓	-	-	X
28. Percent Installations Completed Within "X" Business Days (POTS)	-	-	-	-	-	-
29. Percent SWBT Caused Missed Due Dates	-	-	✓	-	-	X
30. Percent Company Missed Due Dates Due To Lack Of Facilities	✓	-	-	-	-	-
31. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
32. Average Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
33. Percent SWBT Caused Missed Due Dates greater than 30 days	✓	-	-	-	-	-
34. Count of orders canceled after the due date which were caused by SWBT	-	-	-	-	-	-
35. Percent Trouble Reports Within 10 Days (I-10) Of Installation	-	-	✓	-	-	X
36. Percent No Access (Trouble Reports With no Access)	-	-	-	-	-	-
B. Maintenance						
37. Trouble Report Rate	-	-	✓	-	-	X
38. Percent Missed Repair Commitments	-	-	✓	-	-	X
39. Receipt To Clear Duration	-	-	✓	-	-	X
40. Percent Out Of Service (OOS) < 24 Hours	-	✓	-	-	-	-
41. Percent Repeat Reports	-	-	✓	-	-	X
42. Percent No Access (% of Trouble reports with No Access)	-	-	-	-	-	-
III. RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT						
A. Provisioning						
43. Average Installation Interval	-	-	✓	-	-	X

Schedule-2

Recommended Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
44. Percent Installations Completed Within "X" Business Days	-	-	-	-	-	-
45. Percent SWBT Caused Missed Due Dates	-	-	✓	-	-	X
46. Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) Of Installation	-	-	✓	-	-	X
47. Percent Missed Due Dates Due To Lack Of Facilities	✓	-	-	-	-	-
48. Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
49. Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
50. Percent SWBT Caused Missed Due Dates greater than 30 days	✓	-	-	-	-	-
51. Count of orders canceled after the due date which were caused by SWBT	-	-	-	-	-	-
B. Maintenance						
52. Mean Time To Restore	-	-	✓	-	-	X
53. Percent Repeat Reports	-	-	✓	-	-	X
54. Failure Frequency	✓	-	-	-	-	-
IV. UNBUNDLED NETWORK ELEMENTS (UNES)						
A. Provisioning						
55. Average Installation Interval	-	-	-	-	-	-
56. Percent Installations Completed Within "X" Business Days	-	-	✓	-	-	X
57. Average Respones time for Loop Make-up Information	✓	-	-	-	X	-
58. Percent SWBT Caused Missed Due Dates	-	-	✓	-	-	X
59. Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) Of Installation	-	-	✓	-	-	X
60. Percent Missed Due Dates Due To Lack Of Facilities	✓	-	-	-	-	-
61. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
62. Average Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
63. Percent SWBT Caused Missed Due Dates greater than 30 days	✓	-	-	-	-	-
64. Count of orders canceled after the due date which were caused by SWBT	-	-	-	-	-	-
B. Maintenance						

Recommended Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
65. Trouble Report Rate	-	-	✓	-	-	X
66. Percent Missed Repair Commitments	-	-	✓	-	-	X
67. Mean Time To Restore	-	-	✓	-	-	X
68. Percent Out Of Service (OOS) < "X" Hours	-	✓	-	-	-	-
69. Percent Repeat Reports	-	-	✓	-	-	X
V. INTERCONNECTION TRUNKS						
70. Percent Trunk Blockage	-	-	✓	-	-	X
71. Common Transport Trunk Blockage	-	-	-	-	-	X
72. Distribution Of Common Transport Trunk Groups Exceeding 2%	-	-	-	-	-	-
73. Percent Missed Due Dates	-	✓	-	-	-	-
74. AverageDelay Days For Missed Due Dates	✓	-	-	-	-	-
75. Percent SWBT Caused Missed Due Dates greater than 30 days	✓	-	-	-	-	-
76. Average Trunk Restoration Interval	✓	-	-	-	-	-
77. Average Trunk Restoration Interval for Service Affecting Trunk Groups	-	-	✓	-	-	X
78. Average Interconnection Trunk Installation Interval	-	-	✓	-	-	X
VI. DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)						
79. Directory Assistance Grade Of Service	-	-	-	-	-	-
80. Directory Assistance Average Speed Of Answer	-	-	-	X	-	-
81. Operator Services Grade Of Service	-	-	-	-	-	-
82. Operator Services Average Speed Of Answer	-	-	-	X	-	-
83. Percent Calls Abandoned	-	-	-	-	-	-
84. Percent Calls Deflected	-	-	-	-	-	-
85. Average Work Time	-	-	-	-	-	-
86. Non-Call Busy Work Volumes	-	-	-	-	-	-

Schedule-2

Recommended Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
VII. INTERIM NUMBER PORTABILITY (INP)						
87. % Installation Completed Within "x" (3, 7, 10) Business Days		-	-	-	-	-
88. Average INP Installation Interval	✓	-	-	-	-	-
89. Percent INP I-Reports Within 30 Days	-	✓	-	-	-	-
90. Percent Missed Due Dates	-	✓	-	-	-	-
Vi LOCAL NUMBER PORTABILITY (LNP)						
91. Percent LNP Due Dates within Industry Guide Lines	-	-	-	-	-	-
92. Percent of time the old service Provider Releases Subscription prior to the expiration of the second 9 hour timer	-	-	-	-	-	-
93. Percent of customer account restructured prior to LNP Due Dates	✓	-	-	-	-	-
94. Percent FOCs received within "X": hours	✓	-	-	-	X	-
95. Average Response time for Non-mechanized Rejects returned with complete and accurate codes	✓	-	-	-	-	-
96. Percent premature Disconnects for LNP Orders	✓	-	-	-	-	-
97. Percent of Time SWBT applies the 10-digit trigger prior to the LNP Order Due date.	-	-	✓	-	-	X
98. Percent LNP I-Reports in 10 days	-	-	✓	-	-	X
99. Average Delay Days for SWBT Missed Due Dates.	-	✓	-	-	X	-
100. Average Time of out of service for LNP conversions	-	-	✓	-	-	X
101. Percent Out of Service < 60 Minutes	-	✓	-	-	X	-
VIII. 911						
102. Average Time To Clear Errors	✓	-	-	-	-	-
103. % accuracy for 911 database updates	✓	-	-	-	-	-
104. Average Time Required to Update 911 Database (Facility Based Providers)	✓	-	-	-	-	-
IX. POLES, CONDUIT AND RIGHTS OF WAY						

Schedule-2

Recommended Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
105. % of requests processed within 35 days	✓	-	-	-	-	-
106. Average Days Required to Process a Request	-	-	-	-	-	-
X. COLLOCATION						
107. % Missed Collocation Due Dates	-	-	✓	-	-	X
108. Average Delay Days For SWBT Missed Due Dates	✓	-	-	-	-	-
109. % of requests processed within ***the tariffed timelines***	✓	-	-	-	-	-
XI. DIRECTORY ASSISTANCE DATABASE						
110. % of updates completed into the DA Database within 72 Hours for facility based CLECs	✓	-	-	-	-	-
111. Average Update Interval for DA database for facility based CLECs	✓	-	-	-	-	-
112. % DA Database Accuracy For Manual Updates	✓	-	-	-	-	-
113. % of electronic updates that flow through the DSR process without manual intervention	✓	-	-	-	-	-
XII. COORDINATED CONVERSIONS						
114. % Pre-mature disconnects (Coordinated Cutovers)	-	-	✓	-	-	X
115. % SWBT caused delayed Coordinated Cutovers	✓	-	-	-	-	-
116. % Missed mechanized INP conversions	-	✓	-	-	-	-
XIII. NXX						
117. % NXXs loaded and tested prior to the LERG effective date	-	-	✓	-	-	X
118. Average Delay Days for NXX loading and testing	✓	-	-	-	-	-
119. Mean Time to Repair	-	-	✓	-	-	X
XIV. BONA FIDE REQUEST PROCESS (BFRs)						

Schedule-2

Recommended Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
120. % of requests processed within 45 business days	-	-	-	-	-	-
121. % Quotes Provided for Authorized BFRs within 30 business days	-	-	✓	-	-	X
Total	**40**	**11**	**30**	**5**	**8**	**37**

Schedule-3

Measurements that are subject to per occurrence damages or assessment with a cap

1 Average Responses time for OSS Preorder Interfaces (1) (Tier-1 - Low, Tier-2 - Med.)
2 Percent Response received within "X" Seconds (2) (Tier-1 - Low, Tier-2 - Med.)
3 % Firm Order Confirmations (FOCs) Received Within "X" Hours (5) (Tier-1 - Low, Tier-2 - Med.)
4 Order Process Percent Flow Through (13) (Tier-1 - Low, Tier-2 - High)
5 Percent Mechanized Completions Returned Within 1 Hour (7) (Tier-1 - Low, Tier-2 - Low)
6 Mechanized Provisioning Accuracy (12) (Tier-1 - Low, Tier-2 - Low)
7 Percent of Accurate And Complete Formatted Mechanized Bills (15) (Tier-1 - Low, Tier-2 - High)
8 Percent Of Billing Records Transmitted Correctly (16) (Tier-1 - Low, Tier-2 - Low)
9 Billing Completeness (17) (Tier-1 - Low, Tier-2 - Med.)
10 Billing Timeliness (Wholesale Bill) (18) (Tier-1 - Low, Tier-2 - Low)
11 Percent Trunk Blockage (70) (Tier-1 - High, Tier-2 - High)

Measurements that are subject to per measure damages or assessment

1 % NXXs loaded and tested prior to the LERG effective date (117) (Tier-1 - High, Tier-2 - High)
2 % Quotes Provided for Authorized BFRs within 30 business days (121) (Tier-1 - High, Tier-2 - High)
3 LSC Grade Of Service (GOS) (22)) (Tier-2 - High)
4 Percent Busy in the Local Service Center (23) (Tier-2 - Low)
5 LOC Grade Of Service (GOS) (25) (Tier-2 - High)
6 Percent Busy in the LOC (26) (Assessment Only) (Tier-2 - Low)
7 Common Transport Trunk Blockage (71) (Tier-2 - High)

8 OSS Interface Availability (4) (Tier-2 - High)

5. Measurement:

Percent Firm Order Confirmations (FOCs) Returned Within "x" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of valid service request to return of confirmation to CLEC

Exclusions:

- Rejected orders
- SWBT only Disconnect orders
- Orders involving major projects

Business Rules:

Start Date/Time can be either: LSR RECEIVE Date/Time or Manager Over-Ride LSR RECEIVE Date/Time End Date/Time can be either: DISTRIBUTION Date/Time or FAX Date/Time or Current Date (when the FAX Date/Time does not exist). If the start/time is outside of normal business hours then the start date/time is set to 8:00am on the next good business day. Examples: If the start date/time is outside of normal business hours then the start date/time is set to 8:00am on the next good business day: Example: If the request is received M-F between 8:00am to 5:00pm; the valid start time will be M-F between 8:00am to 5:00pm. If the actual request is received M-Th after 5:00pm and before 8:00am next day; the valid start time will be the next business day at 8:00am. If the actual request is received Fri after 5:00pm and before 8:00am Mon; the valid start time will be at 8:00am Mon. If the request is received on a Holiday (anytime); the valid start time will be the next business day at 8:00am. The returned confirmation to the CLEC will establish the actual end date/time.

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include M-F, 8:00am-5:30pm, excluding, holiday and weekends. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends and when requests are received outside normal working hours.

LEX/EDI

For LEX and EDI originated LSRs, the receive date and time is also dynamically populated on the SM-FID once all ordering edits are satisfied and the service order has a distribution date and time in SORD. The end date and time is recorded by both LEX and EDI and reflect the actual date and time the FOC is returned to the CLEC. This data is extracted daily from LEX and EDI and passed to our DSS (Decision Support System) where the end date and time are populated and are then used to calculate the FOC measurements. For LSRs where FOC times are negotiated with the CLEC the ITRAK entry on the SORD service order is used in the calculation. The request type from the LSR and the Class of Service tables are used to report the LSRs in the various levels of disaggregation. The Class of Service tables are based on the Universal Service Order practice.

VERBAL or MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by telephone or FAX. The receive date and times are recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The end times are the actual dates and times the paper Faxes are sent back to the CLEC. FAX end times are recorded and input into our DSS systems via an internal WEB application. Each FOC opportunity is dynamically established on the WEB application via our interface to SORD and the LSC must provide an end date and time for each entry, which depicts the date and time the FOC was actually faxed back to the CLEC. If a CLEC elects to accept an on-line FOC and does not require a paper FAX the FOC information is provided over the phone. In these instances the order distribution time is used in the FOC calculation on the related SORD service order to the appropriate SM-FID entry. These scenarios are identified by data populated on the ITRAK-FID of the service order. The ITRAK-FID is also used when FOC times are negotiated with the CLEC. The LSC will populate the ITRAK-FID with certain pre-established data entries that are used in the FOC calculation.

Levels of Disaggregation:

Manually submitted:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 24 Hours

Electronically submitted via LEX or EDI:

- Simple Res. And Bus. < 5 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 5 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 5 Hours

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC and all CLECs. This includes mechanized from EDI and LEX and manual (FAX or phone orders)

Measurement Type:

Tier-1	YES
Tier 2	YES

Benchmark:

All Res & Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark

6. Measurement:	
Average Time To Return FOC	
Definition:	
The average time to return FOC from receipt of valid service request to return of confirmation to CLEC	
Exclusions:	
• Rejected Orders • SWBT only Disconnect orders • Orders involving major projects	
Business Rules:	
See Measurement No. 5	
Levels of Disaggregation:	
• All Res. And Bus. < 24 Hours • Complex Business (1-200 Lines) < 24 Hours • Complex Business (>200 Lines) < 48 Hours • UNE Loop (1-49 Loops) < 24 Hours • UNE Loop (> 50 Loops) < 48 Hours • Switch Ports < 24 Hours	
Calculation:	**Report Structure:**
Σ[(Date and Time of FOC) - (Date and Time of Order Acknowledgment)]/(# of FOCs)	Reported for CLEC and all CLECs
Measurement Type:	
Tier-1 NO **Tier-2** NO	
Benchmark:	
No Benchmark	

Schedule 4

LOCAL NUMBER PORTABILITY (LNP)

1. Measurement:	
Percent LNP Only due dates within Industry Guidelines	
Definition:	
Percent of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
Exclusions:	
• CLEC or Customer caused or requested delays • NPAC caused delays	
Business Rules:	
Industry guidelines for due dates for LNP are as follows: • For Offices in which NXXs are previously opened – 3 Business days • New NXX – 5 Business days on LNP capable NXX The above-noted due dates are from the date of the FOC receipt. For partial LNP conversions that require restructuring of customer account • (1-30 TNs) add one additional day to the FOC interval. The LNP due date intervals will continue to be 3 business days and 5 business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • (>30 TNs, including entire NXX) the due dates are negotiated.	
Levels of Disaggregation:	
• NXXs previously opened and NXX new (1-30 TNs and greater than 30 TNs)	
Calculation:	**Report Structure:**
(Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs) *100	Reported for CLEC and all CLECs
Measurement Type:	
Tier-1 NO **Tier-2** NO	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

2. Measurement:	
Percent of time the old service provider releases the subscription prior to the expiration of the second 9 hour (T2) timer	
Definition:	
Percent of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.	
Exclusions:	
• Customer caused or requested delays • NPAC caused delays • Cases where SWBT did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of SWBT's release request. In these cases SWBT may have to do re-work to release the TN so it can be ported to meet the due date.	
Business Rules:	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total number of LNP TNs for which the subscription was released) *100	Reported for CLEC and all CLECs
Measurement Type:	
Tier-1 NO **Tier-2** NO	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

3. Measurement:	
Percent of customer accounts restructured prior to LNP order due date	
Definition:	
Percent of accounts restructured within the LNP order due date established in measurement No 1, and/or negotiated due date for orders that contain more than 30 TNs	
Exclusions:	
• None	
Business Rules:	
See Measurement No. 1	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100	Reported for CLEC and all CLECs
Measurement Type	
Tier-1 YES **Tier-2** NO	
Benchmark:	
96.5%	

4. Measurement:
Percent FOCs received within "x" hours
Definition:
Percent of FOCs returned within a specified time frame from receipt of complete and accurate LNP or LNP with Loop service request to return of confirmation to CLEC
Exclusions:
• Rejected orders • SWBT only Disconnect orders • Orders involving major projects
Business Rules:
See Business Rule for FOCs
Levels of Disaggregation:
Manually submitted: • LNP Only (1-19)< 24 Clock Hours • LNP with Loop (1-19) < 24 Clock Hours • LNP Only (20+ Loops) < 48 Clock Hours • LNP with Loop (20+ Loops) < 48 Clock Hours • LNP Complex Business (1-19 Lines) < 24 Clock Hours • LNP Complex Business (20-50 Lines) < 48 Clock Hours • LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours **Electronically submitted via LEX or EDI:** • Simple Residence and Business LNP Only (1-19) < 5 Business Hours • Simple Residence and Business LNP with Loop (1-19) < 5 Business Hours • LNP Only (20+ Loops) < 48 Clock Hours • LNP with Loop (20+ Loops) < 48 Clock Hours • LNP Complex Business (1-19 Lines) < 24 Clock Hours • LNP Complex Business (20-50 Lines) < 48 Clock Hours • LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Calculation:	**Report Structure:**
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC and all CLECs This includes mechanized from EDI and LEX and manual (FAX or phone orders)

Measurement Type:	
Tier-1	YES
Tier-2	YES
Benchmark:	
95%	

5. Measurement:	
Average Reject interval for Non-Mechanized LNP Orders returned with complete and accurate error codes.	
Definition:	
Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of CLEC caused errors in the order	
Exclusions:	
• None	
Business Rules:	
For each non-mechanized order track Start time: Receipt date/time of non-mechanized order and End time: transmittal time of rejection notification of the order due to CLEC-caused errors. The difference between the two is the duration in hours. Obtain cumulative total for all non-mechanized LNP/LNP with Loop orders for the month. SWBT will track the performance for this measurement until its EDI interfaces are tested and approved as satisfactory by the Commission. Subsequent to the above finding a CLEC that continues to use manual process should track the performance delivered by SWBT and report to SWBT any sub-standard performance. The CLEC has the burden to prove any dispute regarding sub-standard performance.	
Levels of Disaggregation:	
• LNP, LNP with Loop	
Calculation:	**Report Structure:**
Σ(Date & Time of LNP Order - Date and Time LNP Order Acknowledgement) ÷ Total Number of non-mechanized LNP Orders Rejected	Reported for CLEC and all CLECs
Measurement Type:	
Tier-1 YES (SWBT-NO, CLEC – YES)	
Tier-2 NO (SWBT-NO, CLEC – NO)	
Benchmark:	
5 Business Hours (SWBT-NO, CLEC – 100% in 4 hours)	

6. Measurement:	
Percent Pre-mature Disconnects for LNP TNs	
Definition:	
Percent of LNP cutovers where SWBT prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.	
Exclusions:	
• Coordinated Conversions	
Business Rules:	
The count of incidents, on a TN basis, where the translations are removed prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (10 minutes before scheduled conversion time).	
Levels of Disaggregation:	
• LNP only and LNP with Loop	
Calculation:	**Report Structure:**
Count of premature disconnects ÷ total LNP conversions * 100	Reported by CLEC and all CLECs disaggregated by LNP and LNP with UNE loop.
Measurement Type:	
Tier-1 YES **Tier-2** NO	
Benchmark:	
2% or Less premature disconnects starting 10 minute before schedule due time.	

7. Measurement:	
Percent of time SWBT applies the 10-digit trigger prior to the LNP order due date	
Definition:	
Percent of time SWBT applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.	
Exclusions:	
• Where not technically feasible	
Business Rules:	
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.	
Levels of Disaggregation:	
• LNP only, and LNP with Loop	
Calculation:	**Report Structure:**
(Count of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100.	Reported for CLEC and all CLECs
Measurement Type:	
Tier-1 YES	
Tier-2 YES	
Benchmark:	
96.5%	

8. Measurement:	
Percent LNP I-Reports in 10 Days	
Definition:	
Percent of LNP Orders that receive a network customer trouble report within 10 calendar days of service order completion	
Exclusions:	
• Excluding subsequent reports and all disposition code "13" reports (excludable reports). • Trouble reports caused by CPE or inside wiring	
Business Rules:	
Start time: date/time of completion. End time: date/time of receipt of trouble report. Count the number of LNP Orders for which the trouble report was received within 10 calendar days of completion.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Count of LNP Orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ total LNP) Orders * 100.	Reported for CLEC and all CLECs, and SWBT
Measurement Type:	
Tier-1 YES **Tier-2** YES	
Benchmark:	
Parity with SWBT Retail POTS – No Field Work	

9. Measurement:	
Average Delay Days for SWBT Missed Due dates	
Definition:	
Average calendar days from due date to completion date on company missed orders	
Exclusions:	
• On time or early completions	
Business Rules:	
The clock starts on the due date and the clock ends on the completion date based on posted LNP orders.	
Levels of Disaggregation:	
• LNP Only	
Calculation:	**Report Structure:**
Σ(LNP Port Out Completion Date– LNP Order due date) ÷ # total port out orders * 100	Reported for CLEC and all CLECs and SWBT
Measurement Type:	
Tier-1 YES **Tier-2** YES	
Benchmark:	
Parity with SWBT retail POTS – No Field Work	

10. Measurement:	
Average time to activate the port in SWBT's Network	
Definition:	
Average time to facilitate the activation request in SWBT's network.	
Exclusions:	
• CLEC-caused errors • NPAC-caused errors • Large ports greater than 500 ports	
Business Rules:	
Start time: Receipt of NPAC broadcast activation message in SWBT's LSMS End time: Provisioning event is done in SWBT's LSMS. Calculate the total of difference between the start time and end time in minutes for LNP activations during the reporting period.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
Σ(LNP start time – LNP stop time) ÷ # total LNP activated messages	Reported for CLEC and all CLECs
Measurement Type:	
Tier-1 Yes **Tier-2** Yes	
Benchmark:	
60 Minutes unless a different industry guideline is established which will override the benchmark referenced here.	

11. Measurement:	
Percent Porting Request Provisioned in<60minutes	
Definition:	
The Number of LNP related conversions ~~that occur within~~ where the time required to facilitate the activation of the port in SWBT's network is less than 60, expressed as a percentage of total number of activations that took place.	
Exclusions:	
• CLEC-caused errors • NPAC-caused errors • Large ports greater than 500 ports	
Business Rules:	
Start time: Time that an "activate NPAC" broadcast is received in SWBT's LSMS. End time: Time the provisioning event is complete in SWBT's LSMS. Count the number of conversions that took place in less than 60 minutes.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Number of activation events provisioned in less than 60minutes) ÷ (total LNP provisioning events) * 100.	Reported for CLEC and all CLECs
Measurement Type:	
Tier-1 YES **Tier-2** YES	
Benchmark:	
96.5%	

70. Measurement:

Percent Trunk Blockage

Definition:

Percent of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office

Exclusions:

- None.

Business Rules:

Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.

No penalties or liquidated damages apply:

- If CLEC's have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- SWBT is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks.
- If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by SWBT or in the timeframe specified in the ICA.
- If CLEC fails to provide a forecast.
- If CLEC's actual trunk usage, as shown by SWBT from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement

The exclusions do not apply if SWBT fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SWBT refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Levels of Disaggregation:

- The SWBT end office to CLEC end office and SWBT tandem to CLEC end office trunk blockage will be reported separately

Calculation:	Report Structure:
(Count of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs and SWBT

Measurement Type:

Tier-1	YES
Tier-2	YES

Benchmark:

Dedicated Trunk Groups not to exceed blocking standard of B.01.

71. Measurement:	
Common Transport Trunk Blockage	
Definition:	
Percent of local common transport trunk groups exceeding 2% blockage	
Exclusions:	
• No data is collected on weekends	
Business Rules:	
Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.	
Levels of Disaggregation:	
• Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC	
Calculation:	**Report Structure:**
(Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups
Measurement Type:	
Tier-1 NO **Tier-2** YES	
Benchmark:	
PUC Subst. R. 23.61(e)(5)(A) or parity, whichever is greater.	

75. Measurement:	
Percent SWBT Caused Missed Due Dates > 30 Days – Interconnection Trunks	
Definition:	
Percent of N,T,C orders where installation was completed greater than 30 days following the due date	
Exclusions:	
• Specials and UNE • UNE Combos • Excludes orders that are not N, T, or C	
Business Rules:	
See Measurement No. 74	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Count of interconnection trunk orders completed greater than 30 days following the due date, excluding customer-caused misses ÷ total number of interconnection trunk orders) * 100.	Reported for CLEC, all CLECs and SWBT for interconnection trunks
Measurement Type:	
Tier-1 YES **Tier-2** NO	
Benchmark:	
No more than 2% interconnection trunk orders completed >30 days.	

78. Measurement:	
Average Interconnection Trunk Installation Interval	
Definition:	
The average time from receipt of a complete and accurate ASR until the completion of the trunk order.	
Exclusions:	
• SWBT-originated CCNA's	
Business Rules:	
The clock starts on the receipt of a complete and accurate ASR and the clock stops on the completion date. The measurement is taken for all ASRs that complete in the reporting period.	
Levels of Disaggregation:	
• Interconnection Trunks, SS7 links, OS/DA and 911 trunks	
Calculation:	**Report Structure:**
Σ(completion date of the trunk order - receipt of complete and accurate ASR) ÷ total trunk orders	Reported by CLEC, all CLECs and comparable SWBT trunks
Measurement Type:	
Tier-1 YES **Tier-2** YES	
Benchmark:	
20 Business days.	